

The Savitt Medical Library Homepage: A Tangible Benefit

by Terry Henner, Head, Information & Education Services
 Savitt Medical Library
 University of Nevada School of Medicine

This is the fourth in a series of articles by Network librarians who have created homepages for their institutions. We hope you will find this series helpful. Please contact us if you would like to share your own experiences in homepage construction.

ARIZONA

CALIFORNIA

HAWAII

NEVADA

**PACIFIC
 BASIN**

Web sites are a hot topic among librarians. The World Wide Web is an increasingly visible thread in our social fabric; even television commercials now invite us to visit corporate Web sites. But when a toothpaste ad recently featured a Web site address, I confess I didn't rush to write down the URL, and I had to wonder why anyone would bother to explore colgate.com. The point being, when it comes to Web sites, the Field of Dreams assurance that, "if you build it, they will come" doesn't always apply.

A Web site needs to attract users. Like the proverbial tree falling noiselessly in the forest, unless a site can create an ongoing audience for its content, it will fail to register much effect. As with any facet of a library program, a Web project must deliver some tangible benefits to clientele.

Having said this, if the focus is kept

on customers, a library Web can be tremendously beneficial. At the Savitt Medical Library, University of Nevada School of Medicine, (<http://med.unr.edu/medlib>) the goals for our homepage are fourfold:

- to put our clientele in touch with information supporting research and education
- to house Web-based educational materials developed by faculty
- to extend bibliographic instruction to onsite and remote users, and
- to answer questions about library services and collections.

Adding links to useful sources of information is a significant part of Web creation. While some libraries have formal policies for selecting links, we tend to view the Web as an extension of our print collections and let those selection criteria dictate. Some detective work, however, can

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Latitudes

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help bring a stronger user focus to the process. Consider the bookmark files on your public workstations as a rich source of sites relevant to your users. Do your faculty have personal home pages? See what resources they link to and borrow accordingly.

Faculty at our institution are making preliminary efforts at using the Web to support their teaching. The library is working in partnership with them by providing a centralized Web location to place course syllabi, curriculum-related links, and tutorials. Because we are a little ahead of the curve in Web expertise, we have taken on the additional role of consultant to departments just putting up Web pages of their own.

We designed our Web site to be the focal point for bibliographic instruction and orientation to the library. Any information a user might conceivably seek concerning library policies, procedures, or collections is prominently featured. A help section features a library FAQ which reflects our real-world troubleshooting experiences with computing, telecommunications, and networking problems. Our hope is that this will preemptively resolve commonly occurring user dilemmas and reduce the demand for individual assistance. Any instructional materials, e.g., pathfinders and database guides, are created from the outset as HTML documents and placed on our site to create a "virtual handout rack". All print handouts are derived simply by printing out the Web document. Printing in this manner serves two purposes. First, because these are clearly Web pages, it reinforces the fact that our Web is a source of instruction. Second, as the URL for the particular document always

prints at the top of the handout, we get some additional advertising for our site.

Advertising your Web site is critical to its success. Do not count on your users to stumble across your Web site on their own. They will find the AMA, they will find their stock broker, but they will likely not find the library without some consciousness raising. Be both persistent and creative in promoting your site. When we make site visits to train faculty in using the Internet, we make sure to set their workstations' Netscape default location to the library URL. When we make our regular e-mail announcements to all faculty notifying of new books added to the collection, we append without fail the reminder that a duplicate posting of the information can also be found on our Web site. Another tactic (proceed with caution!) to force a visit to your Web site is to put committee reports or meeting agendas on the Web rather than distributing them via print or e-mail.

How do we assess the impact of our Web and evaluate its success? Statistics on hits to a particular page can at least quantify use, but they can't indicate whether an informational need was satisfied or not. At the moment we are relying on page counters, but will eventually be employing a statistical package to track access. Curiously, although our pages record plenty of hits, and every page has the typical "send comments to Webmaster at:" e-mail link, we have yet to receive a single comment through that channel. Word of mouth has probably been the most often received feedback. And for the most part, the word is good. ☺

PSRML and Resource Libraries Sponsor *The Future for Librarians: Positioning Yourself for Success*

by Ginny Tanji (School of Public Health Library, University of Hawaii at Manoa),
Alice Kawakami (University of Southern California, Norris Medical Library), and
Jules Darren (PSRML)

On March 20, 1997, librarians all over the country gathered at numerous downlink sites to view the satellite videoconference, *The Future for Librarians: Positioning Yourself for Success*. The program was co-sponsored by the Medical Library Association, Special Libraries Association, American Association of Law Libraries and LEXIS/NEXIS. The videoconference was divided into two segments:

"New Roles to Enhance the Librarian's Career" and "Positioning the Librarian within the Institution".

Each segment incorporated panelist presentations and questions called in by viewers.

Overall, it was a positive antidote to the doom-and-gloom scenario often painted for librarians. Within Region 7, six Resource Libraries plus PSRML sponsored the downlink. Prominently

featured in several video clips was PSRML Regional Advisory Committee Member, Billie White, Director of Library Services, Mercy Medical Library in Redding, California.

Panelist Joanne G. Marshall, Ph.D., AHIP, Professor, Faculty of Information Studies, University of Toronto stated that librarians must take a holistic view of information needs. She discussed the unique

clients and the environment in which they operate). Special librarians possess unique knowledge about their organization and the interests and expertise of its members.

Mark E. Estes, Director of Library Services, Holme Roberts & Owen Library, Denver, stressed the need to read the literature, attend meetings, and try out products in your discipline in order to anticipate change.

A post-videoconference interview with Billie White

"What I have noticed about being a hospital librarian is that it is not so much about the nuts and bolts of being a librarian. Rather, it is about being yourself and being professional. [T]hat is probably defined differently for everyone. For me it means using MLA and the NLM as directional indicators of what to strive for professionally and what strategic goals and objectives to set for the Library/CME Department. Their visionary efforts on my behalf allow me to better position my organization in the tech/info arena and this contributes to better positioning overall in my organizations larger competitive environment."

competencies of special librarians. One of her points was that special librarians bring together three elements in an organization: content (knowledge of information sources); technology (knowledge of information technologies and how to maximize their use); and people (knowledge of the information needs of their

Another presenter, Bernie Todd-Smith, AHIP, Director, Library and Circuit Librarian Program, Werner Health Sciences Library, Rochester General Hospital in Rochester, NY, stressed that librarians need to position themselves outside the library — that we must shift the emphasis from the physical library to the librarian. The intranet is an example of a system that special librarians should be managing within their organizations.

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(Future for Librarians, continued from page3)

Toby Pearlstein, Ph.D., Manager of Information Services, Bain & Company, Boston, recommended that librarians work WITH a team not FOR them.

At the USC site, attendees who viewed the videoconference and participated in the discussion after its conclusion agreed that knowledge management techniques are needed for filtering the vast amounts of information that is available. The opportunity to network and share ideas among librarians of various disciplines was appreciated by all.

It was a rare opportunity to compare how medical and law librarians deal with the same issues with their primary clientele. Many are already using some of the strategies discussed by the panelists to form ties with clientele. Law librarian Mark Silver mentioned how he used a

chance meeting in the elevator to alert an attorney to an important document that the library owned. Pam Corley of Norris Medical Library told of a GenBank searching workshop that she developed with a professor of pathology. Nelson Gilman, Director of Norris Medical Library, mentioned that Norris librarians are currently on Web teams and taskforces, and lead focus groups to find out users needs.

The consensus was that videoconferencing was an effective means of offering inexpensive programs on broad issue topics. Participants hoped that there would be other occasions in which librarians in various library settings could get together.

(Part of this article was first published in SLA Hawaiian - Pacific Chapter Newsletter, April 1997). ★

Many Thanks!

PSRML would like to recognize the VA West Los Angeles library staff for coordinating the satellite downlink of *The Future for Librarians: Positioning Yourself for Success*.

Librarians:

Debbie Henderson
Regina Rowell
Nina Hull
Nicky Garganta

Tech:

Gregory Poulos

Medical Media:

David Hong

Network members like the VA West LA help to make Region 7 a wonderful region to serve! ★

Resource Libraries Making the Videotape Available

by Jules Darren

University of Arizona
Arizona Health Sciences Library

<http://amber.medlib.arizona.edu/mla/tconf97.html>
MLA/SLA/AALL members can purchase the manual, fill in an evaluation and receive CE credit

Hawaii Medical Library

Available for in-library use through April;
available via ILL after April

Loma Linda University
Del E. Webb Memorial Library

Available via ILL

University of Nevada, Reno
Savitt Medical Library

Available for library use only

PSRML /UCLA Biomedical Library
Stanford University Medical Center
Lane Medical Library

Available via ILL, currently there is a waitlist
Available via ILL
Contact: Patty French, patty@krypton.stanford.edu

University of Southern California
Norris Medical Library

Available via ILL
Contact: Alice Witkowski
witkowsk@hsc.usc.edu, (213)342-3313

The PSRML Internet Program: The Benefits of Network Membership & the Push for Lifelong Learning

by Jules Darren

Providing support for and engaging in lifelong learning is an important aspect of a librarian's job. The application or implementation of evolving communication technologies to not only access information but to also meet a diverse set of user needs guides library service today. To serve our users and access information, library services must encompass the evolving technology.

This was a major point made in the videoconference, *The Future for Librarians: Positioning Yourself for Success* (see page 3 for an article on the videoconference). It is also one factor that has lead to the total revision of the PSRML Internet Program that was recently unveiled at the Joint Meeting. The *even newer* Internet Program heavily incorporates critical thinking in the evaluation of Internet resources and Web sites. It also examines the conflict of interest between information designers and providers, and information seekers.

As a service to Network members, PSRML will offer Internet classes free of charge. Our microcomputer training lab will be the site of monthly Friday or Saturday Internet classes — two or three classes

will be taught back to back. Internet skills are a basic skill that all of our Network librarians should have, and we are pleased to offer these services. June 20 or 21 are the possible dates for the June workshops. To sign up for classes, please call PSRML (800) 338-7657, specify the class(es) you are interested in, and put in your vote for a Friday or Saturday workshop. One of our RML team members will confirm the class offerings 2-3 weeks before the scheduled class date.

PSRML would also like to provide Internet classes off-site. We are actively seeking sites for training. If you know of a computer lab with 10-20 computers with an established Internet connection, projection equipment, and space for 2 participants per computer, please contact us. Please note: for our off-site classes there is a minimum requirement of 15 participants.

The descriptions of the workshops are as follows:

BREAKING THROUGH THE NET

A hands-on introduction of the World Wide Web and Netscape browser interface. This two hour session includes hand-outs, online demonstrations,

hands-on exercises, and definitions. Students will leave the class with a basic understanding of how to get connected to the Internet; choose an Internet Service Provider; use e-mail and listservs, and access NLM and health-related resources using several popular Internet search engines. **Hands-on** practice is an essential part of the class. **Prerequisite:** None.

Length: 2 hours

Audience size: 2 per computer

TIPS AND TRICKS: AN INTERNET SKILL-BUILDING CLASS

A hands-on session designed for individuals who are comfortable navigating the World Wide Web. Participants will learn how to customize Netscape preferences; locate and download helper applications (plug-ins); locate and evaluate freeware, shareware and bookmark lists; effectively utilize NLM online resources; and use advanced features of search engines. **Prerequisite:**

Completion of an introductory course or familiarity with the Web. An online pre-test must be completed before admission to this class.

Length: 2 hours

Audience size: 2 per computer

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(Internet Program, continued from page 5)

CRITICAL ANALYSIS OF SEARCH ENGINES & UNDERSTANDING THE CONFLICT OF INTEREST ON THE NET

This workshop addresses the principles of information retrieval: retrieval, relevancy ranking, precision, and recall. It is a practical hands-on workshop designed to develop participants' abilities to search the Internet for reliable electronic information. Students will gain an understanding of the indexing structure and personalities of Internet search engines, directories, and meta search engines. Demonstrations, hand-outs, definitions and in class practice exercises are essential to this class. This class is not suitable for first-time Internet users. **Prerequisite:** Completion of an introductory Internet course or familiarity with using Internet search engines. A pre-course questionnaire must be satisfactorily completed before admission to this class.

Length: 2 hours

Audience size: 2 per computer

INFORMATION ARCHITECTURE FOR LIBRARIES

More than a basic HTML workshop. This hands-on workshop highlights the effective use of hypertext documents to support library services. Participants will gain a basic understanding of the principles of human computer

interaction, computer mediated communication, and user-centered design issues. Participants will learn how to create an interactive Web document utilizing hyperlinks to NLM resources, PSRML factsheets, and other electronic biomedical resources. This in-class project can be utilized later as a Web site on the Internet or for an internal Intranet. **Prerequisite:** Familiarity with HTML and hypertext. An online pre-test and questionnaire must be satisfactorily completed before admission to this class.

Length: 2 hours

Audience size: 1 per computer

As with all PSRML programs and services, we welcome your inquiries. Telephone consultations on Internet topics are always available. In addition, PSRML staff can visit your facility and provide an onsite consultation, online demonstrations and training. Here are a few of the areas PSRML can assist you with:

- Selecting an Internet Service Provider to connect to the Internet
- Giving demos to administrators and/or staff
- Teaching hands-on classes to help people find information on the Internet or World Wide Web (WWW)
- Customizing workshops for a specific audience

PSRML also offers a quick overview session for health professionals about using the Internet to locate biomedical information and health-related resources. Our demos provide a conceptual understanding of Internet Grateful Med, the WWW, listservs, newsgroups, FTP, and telnet. Note: Demo only.

If you have a site in mind for Internet classes, please contact us. If you have any questions about any of our Internet classes, please call (800) 338-7657 or email me at jdarren@library.ucla.edu. ★

HII97 & Partnerships '97 Conference

April 13-16, 1997

Jules Darren and Heidi Sandstrom attended The Emerging Health Information Infrastructure (HII97) 2nd Annual Conference sponsored by the Friends of the National Library of Medicine, and the Partnerships for Networked Consumer Health Information (Partnerships 97) Conference sponsored by the National Health Information Center. Their notes will be available on the PSRML Website. Session summaries and transcripts are available on the Web at <http://odphp.osophs.dhhs.gov/confrnce/partnr97/summary.htm>. The conference will be featured in the next issue of *Latitudes*. ★

The Reinvention of Interlibrary Loan @ The National Library of Medicine

Cassandra R. Allen
Head, Collection Access Section, NLM

Providing expedient interlibrary loan service to members of the National Network of Libraries of Medicine (NN/LM) has always been a priority at NLM. In an effort to keep ahead of the increasing demands for faster and higher quality document delivery, NLM will take another step towards improved service in Spring/Summer 1997 with the implementation of a new software product called Relais, a commercially available system produced by Network Support Inc. (NSI) in Ottawa, Canada. Relais is a document delivery processing system that will automate many aspects of NLM's interlibrary loan (ILL) service and associated record keeping.

NLM responds to a very large number of ILL requests each year; up to 1,600 a day during the spring peak season. NLM received nearly 350,000 requests last year. Approximately 91% of these were received via DOCLINE, NLM's automated ILL request and referral system. The remainder were received as non-DOCLINE ILL requests (fax requests, and ALA and IFLA forms received by mail or E-mail). To respond to this large number of requests, NLM uses independent contractors to retrieve items from the shelves and to copy and package photocopied material for mailing. The current procedures for processing ILL requests involves a labor intensive series of tasks to sort, count, and track delivery to and from the contractor and ultimately to NLM's requestors. The Relais

system will handle many of these tasks.

As part of the contract with NLM, Relais will also be installed at the National Institutes of Health (NIH) Library to handle their incoming DOCLINE requests. There will be a partial installation where only items requested for electronic delivery will go through Relais. In addition, NIH has contracted separately with NSI for a Web interface for their internal users on the NIH campus.

Relais

The Relais system will allow NLM to reduce manual counting and tracking which will result in reduced processing time to get requested documents to patrons. DOCLINE requests will be uploaded to Relais every fifteen minutes where a set of pre-determined rules for sorting and distribution will be applied. The rules will automatically sort requests between the Collection Access Section and the History of Medicine Division based on the year of the material requested. Requests with "FREE", "0", or a dollar amount lower than the NLM charge will be automatically updated as non-available with the appropriate reason code. By placing these rules in Relais, NLM will be able to receive requests throughout the day instead of holding them for overnight processing.

Scanners to Replace Photocopy Machines

The feature of the Relais system that will result in the most dramatic change to ILL service is

the replacement of photocopiers with scanning technology. Articles and book chapters for ILL will no longer be photocopied. All printed materials will be scanned using Fujitsu 3096EX scanners that have been fitted into a specially designed workstation. The scanning workstation will house the scanner, the system CPU, a keyboard, a 20" touch screen monitor, a foot pedal, a barcode reader and will provide work space for the operator. The NLM has special handling concerns for the older part of its journal collection. NSI has responded to this concern by working with Minolta to acquire its Epic 3000 cradle scanner which will be used to scan fragile volumes.

Tracking

The Relais system allows for complete request tracking. At each step in the process, the system will know which individual is working with a batch of requests and where each request is in the process. NLM will also be able to monitor the printing and electronic delivery of Ariel and fax requests to determine if an item has been printed or sent.

Delivery

Relais will read the delivery method that the library indicated in the DOCLINE borrow record. If electronic delivery is requested, Relais will send these items from the scanner to an internal server. From there the material will be sent to the library without intervention by NLM staff. In the

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(Relais, continued from page 7)

near term, NLM expects to continue to respond to the bulk of its requests with printed documents using the U.S. mail. Articles and chapters that must be printed will be sent to high speed printers and mailed.

Benefits to NLM

1. Labor savings

- ♦ Automatic distribution of Ariel and fax requests
- ♦ Automatic Updating: After an article or book chapter is scanned, the Relais system will automatically upload information about the disposition of the request into the DOCLINE System every hour.

2. Flexible reporting

NLM will be able to generate reports using off-the-shelf software for statistics and management. The system will be programmed to automatically produce many routine reports, but additional reports will be created as needed, eliminating the need for most manual record keeping.

Benefits to the Network

1. Faster Delivery

Most requests routed to NLM will be received the same day they are entered in DOCLINE. Many documents requested as electronic delivery will be delivered the same day.

2. More accurate request tracking

If you call to inquire about a request, an NLM staff member should be able to give you better information about its status

3. E-Mail Options

Relais is capable of sending MIME encoded messages by E-mail. This spring NLM expects to take advantage of this feature by sending documents to the NIH campus researchers by E-Mail.

4. Possible Reduction in ILL Costs

As more libraries request electronic delivery, ILL charges may be reduced because of lower materials costs including paper, toner, other printing charges, and elimination of mailing costs.

During the last fiscal year, NLM responded to 88% of the requests that it filled in one day. NLM expects to see this number rise above 95% after Relais is implemented. To assist NLM in providing our ILL patrons with fast and accurate ILL service, libraries will need to submit accurate, fully identified requests. You may view the Interlibrary Loan and DOCLINE Fact Sheets on the NLM Web page for specific policy information, but the following tips will also help you get faster ILL service.

Tips for Better Service

Libraries that do not want NLM to fill its requests must use DOCLINE's Start/Stop Routing feature. Since NLM will no longer receive its requests in a batch mode overnight, NLM cannot cancel requests after they have been received.

DOCLINE borrowers should always use the unique identifier (UI) from the MEDLARS databases to identify a request. Requests entered without the UI will not route according to your ILL routing table, but rather they route according to the Monograph/Audiovisual/Non-SERLINE routing table. If such a request reaches NLM, it is diverted from the main processing stream in Relais in order for staff to search and assign a call number. Journal requests submitted without the UI should be limited to those for which no record exists in SERLINE.

DOCLINE borrowers should use the UI from CATLINE, AVLINE or Locator when making monograph and audiovisual requests. When requests reach NLM, they will be identified and carry an NLM call number, resulting in faster delivery.

Requests that reach NLM will be filled **based on the delivery method selected** by the borrowing library. When Ariel or fax delivery is requested, documents will be sent automatically. If the borrower would prefer that the supplied item come from a local lender over its being provided by Ariel, NLM recommends that they select Mail as the delivery method, and continue to use the Comments field to indicate alternative delivery methods. When mail or pick-up delivery is requested, documents will be printed.

Maintain accurate Ariel and fax address information in your DOCUSER records. DOCLINE retrieves the address from DOCUSER.

Continue to use the Comments field in DOCLINE for bibliographic and instructional notes or for alternative delivery methods for libraries other than NLM. NLM has made many changes to its internal ILL procedures over the years to reduce the time that it takes to get material in the hands of our users and to improve our service to NN/LM libraries. Recent ARL statistics for ILL from 1986-1996 show an increase in interlibrary borrowing of 116% and an increase in interlibrary lending of 61%. NLM has seen its ILL volume increase an average of 7% per year over this same time period. Libraries continue to increase their usage of fax as a standard delivery method and use of Ariel software is also growing. In this climate, NLM believes that implementing Relais will assist us in our continued efforts to improve ILL service. ☛

Setting the Tables Straight: Routing Table Revisions

by Heidi Sandstrom

Recently, PSRML has received a number of DOCLINE routing tables for revision that could not be forwarded to NLM because they contained too many errors. When you are requesting more than 10 changes, you must obtain a Routing Table Revision packet from PSRML. The Routing Table Change Request Form, an annotated copy of your current routing table, and a list of additions to your routing table should be returned to PSRML.

On the annotated copy, do the following:

- if **DELETING** a library from the table, make an **X** through the LIBID and institution and write DELETE to the right side of the LIBID and institution that is to be deleted from the table
- if **MOVING** a library from one cell to another, write MOVE TO CELL #, to the right of the LIBID and institution that is to be moved
- if **ADDING** a library to the table, list the CELL, LIBID and institution at the end of the annotated copy under the title "ADDITIONS"; use an additional sheet if necessary and write the title "ADDITIONS" at the top of that page

The annotated copy of your current routing table is an essential component of the revision process because it quickly tells the individual making the changes what type of change is to be made: **DELETE**, **MOVE**, or **ADD**.

On the Routing Table Change Request Form, fill in the blank

table, indicating the way the final routing table is to appear. This table is used as a proof sheet, to verify that changes made to your routing table have resulted in the placement of libraries in the appropriate cells. You must make sure each of the nine (9) routing cells contains NO MORE THAN twenty (20) libraries, for a total of 180 LIBIDS/institutions or less. The tenth routing cell automatically contains NLM and does not appear on the Change Request Form. You do not have to fill in the entire table. Please place the Regional Medical Library (90024D - UC LOUISE DARLING BIOMED LIB) in cell 9 of the SERLINE routing table and in cell D of the M O N O G R A P H / A U D I O V I S U A L / N O N - S E R L I N E (M / A / N) routing table.

In May 1996, NLM stipulated that all DOCLINE libraries must have a M/A/N routing table, listing at least **ONE** library. Cell E of the MAN routing table contains NLM. It does not appear on the Change Request Form. Please make sure you have a M/A/N routing table.

If you are making ten (10) changes or less, you can request changes from PSRML via phone, FAX, mail or email. These minor changes will be made at PSRML. Be sure to include your library's name and identification code (LIBID) on the request to set your table straight! ★

Join the Ranks

Does your library currently provide LOANSOME DOC service? If so, do you provide this service to those GRATEFUL MED users not affiliated with your institution? If not, you may want to consider providing this service, especially if your institution has an outreach mission. Your collection may be of use to a wider group of people or you may have the only medical library collection in an area that is largely underserved. This new service could not only enhance your library's status, but could attract referrals to your institution as well.

In our region, we have **147** LOANSOME DOC providers, **23%** of our network membership. Of this number, **76**, or **12%**, provide service to unaffiliated GRATEFUL MED users. Consider joining the ranks of this latter group! For more information on providing LOANSOME DOC service, proceed to:

[http://
www.nlm.nih.gov/
nlm/docdel/
loansome_lib.html](http://www.nlm.nih.gov/nlm/docdel/loansome_lib.html)

or contact Heidi Thiessen Sandstrom, Network Coordinator at PSRML, for printed fact sheets or more information. ★

Moving On

Ron Biduk left the UCLA Biomedical Library in February after serving eight years as the Administrative Assistant and PSRML Accountant. We will all miss Ron and all his contributions to PSRML. We wish him luck in his new position at UCLA Office of Academic Computing. ★

HIV/AIDS Information, Still Needed

by Claire Hamasu

The good news in the AIDS epidemic timeline is that combination drug therapy has dramatically decreased the virus load in infected individuals allowing them once more to have a future. However, there are still many people becoming infected with the HIV virus. These individuals are under the care of health professionals who continue to need up-to-date information on treatment and may themselves be seeking this information as an infected patient. The National Library of Medicine and the Centers for Disease Control are two government agencies who continue to provide timely access to HIV/AIDS information through the resources described below.

AIDSLINE, AIDSTRIALS, AIDSDRUGS

The three AIDS databases are available from the National Library of Medicine for searching without charge to the user. AIDSLINE includes bibliographic information extracted from the MEDLINE, CANCERLIT, HealthSTAR, CATLINE, AVLINE and BIOETHICSLINE files. Newsletters and meeting abstracts from AIDS related meetings, such as the International Conferences on AIDS, are also indexed. AIDSTRIALS includes descriptions of the clinical trials being conducted to discover treatments for use against AIDS, HIV infection, and AIDS-related opportunistic diseases. AIDSDRUGS is a dictionary that presents the pharmacology of the substances being tested in the clinical trials described in

AIDSTRIALS.

HIV/AIDS Resources Web Site (<http://sis.nlm.nih.gov/aidswww.htm>)

This Resources Web site at NLM is an excellent home page to start exploring the availability of HIV/AIDS information on the Internet. In addition to providing access to the abstracts of the 1996 International Conference on AIDS, it includes links to selected major Web sites created by government agencies, community based organizations, and advocacy groups. For example, a primary source of information for the lay community are newsletters, made available in full-text through a link to the AEGIS publications library.

The HRSA/AIDS Education and Training Center National HIV Telephone Consultation Service (Warmline)

800-933-3413

The Warmline is a free service for physicians and other health care providers treating person with HIV/AIDS. Staffed by an expert faculty of physicians, clinical pharmacists, and nurse practitioners at San Francisco General Hospital, the Warmline offers state-of-the-art treatment information and case consultation. Experienced HIV/AIDS clinicians are available to provide advice about a patient's clinical management. The Warmline is based in the University of California, San Francisco's Department of Family and Community

Medicine. Consultants answer calls Monday - Friday between 7:30 and 5:00 p.m., Pacific Standard Time. A 24 hour voice messaging system takes calls at other times.

AIDS Clinical Trials Information Service (ACTIS) 800-TRIALS-A

<http://www.hivatis.org/>

ACTIS is a toll-free telephone service providing free, up-to-date information on federally and privately sponsored clinical trials that evaluate experimental drugs and other therapies for adults and children with HIV infection and AIDS. Bilingual reference specialists are available to speak with Spanish-speaking callers. ACTIS also maintains two online databases, one on trial protocols and one on drugs. The information in these databases is distributed by The National Library of Medicine's AIDSTRIALS and AIDSDRUGS databases.

HIV/AIDS Treatment Information Service (ATIS)

800-448-0440

<http://www.hivatis.org/>

A toll-free telephone service, ATIS provides federally approved treatment guidelines. Their target audience are people with HIV, their families and friends and health care providers. Health information specialists at ATIS can also refer callers to an extensive network of Federal information services and national and community-based organizations for treatment-related information. Spanish and English speaking reference specialists are available from 9 a.m. - 7 p.m. Eastern time.

(continued on page 11)

BioSites - You're Invited...

by Jules Darren and Brian Warling

The BioSites working group would like to invite other Region 7 Network Librarians to join the project on a four-month trial basis. If you are interested, please contact me for a list of available subject areas. There are some guidelines to be followed. One of the most crucial is the Granularity/Specificity guide: **Input is based on granularity/specificity.**

GRANULARITY/SPECIFICITY: Rather than create BioSites records for sites that merely list potentially useful resources, it is usually better to create BioSites records for the individual resources themselves (i.e., at a higher degree of "specificity or granularity"). This provides a better level of access. Anyone can find sites that include long lists of other sites, BioSites even includes a list of biomedical meta sites. With BioSites, we focus on providing evaluative descriptions for selected sites.

Example: A BioSites record was recently created for the HIV InSite. This is a comprehensive site that provides access to a great deal of AIDS/HIV information. It makes sense to create a BioSites record for it. But individual BioSites records

were also created for some of the ****specific**** content on the HIV InSite, such as the AIDS Knowledge Base and Trial Search. These two resources are important enough to warrant their own BioSites record. This is analogous to a monographic serial, such as NIDA Research Monographs. In many of our OPACs, we may have created an overall record for "NIDA Research Monographs", but since each issue is dedicated to a discrete topic, we have also cataloged each issue separately. We do this to provide the best level of access for our users.

Creating a BioSites record for "Joe Bob's List of Cool Chemistry Sites" probably would not be a good idea. But, Joe Bob's list may include some top-notch, more specific sites (e.g., American Chemical Society, WebElements, etc.) that would make great BioSites links. It all comes down to your professional judgement. If you're interested in participating in this project, send an email message to biosites@library.ucsf.edu or contact any of the working group members:

Mary Buttner, Stanford
Mary@krypton.stanford.edu
 Jules Darren, PSRML
darren@library.ucla.edu
 Melissa Just, USC
just@hsc.usc.edu
 Anne Prussing, UCSD
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 Brian Warling, UCSF
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For background information on the BioSites project, please see *Latitudes* volume 6, number 1 (<http://nnlm.nlm.nih.gov/psr/lat/v6n1/biosites.html>). ★

BioSites Fame

The March 1997 issue of *Medicine on the Net* (vol. 3 no. 3) (<http://www.mednet-i.com>) features a link to the BioSites project.

We have been demonstrating BioSites at the exhibit booth, and have received comments such as these:

"This is great! This is worth my tax dollars."

"I always have trouble finding what I want on the Internet. I'm glad [BioSites] exists. It means I don't have to search the Internet!"

Note: We're happy you like it, but you should continue to search the Internet. ★

(AIDS/HIV Information, continued from page 10)

CDC National AIDS Clearinghouse, 800-458-5231
<http://www.cdcnac.org/>

The National AIDS Clearinghouse provides information about HIV/AIDS and sexually transmitted diseases (STDs) to people and organizations working in prevention, health care, research, and support services. All of the Clearinghouse's services are designed to facilitate the sharing of information about education, prevention, research findings, and

news about HIV/AIDS- and STD-related trends. The Clearinghouse distributes more than 450 different publications, educational materials, and scientific reports on HIV/AIDS and STDs, including brochures, posters, public service announcements, articles from CDC's Morbidity and Mortality Weekly Report series, HIV/AIDS Surveillance Reports, and videotapes..

The Centers for Disease

Control surveys reveal that there is a substantial increase in the number of people affected by AIDS due to the rate of infection and the increased time people are living with the HIV virus. This growing population within the healthcare system means that the health professionals and individuals served by the National Network of Libraries of Medicine will continue to need timely HIV/AIDS information in order to provide optimal patient care and to make educated decisions. ★

***LATITUDES* Readership Survey**

by Nadene McDonald

The *Latitudes* readership survey that was published in the December 1996 issue was designed to evaluate *Latitudes*, assess how many people are visiting the Web version of our newsletter, and provide an estimate of the number of readers who would like to receive a print copy.

The survey responses were very positive. The following is a sampling of some of the comments:

- It gives us a lot of valuable information. We appreciate *Latitudes* very much. Thank you.
- Very professional and quite useful.
- A very informative journal.
- I like the print copy for highlighting pertinent information, but I also use the Internet.
- Keep it coming. Useful concise news!
- Helpful and readable.
- What can I say? My one comment about print vs. WWW is that librarians in one person operations probably will read the print version rather than find time to access the WWW.
- *Latitudes* provides me useful and practical information and keeps me up-to-date in my field. My bedtime reading material (no time to read it at work, so it is important for me to get the print copy).
- I have found many interesting and informative articles and have passed them on to the people in the laboratory. Keep up the good work!
- Very helpful, especially the Internet information.
- I save old issues with marked post-it tags on special articles, and I have referred back to them several times. The articles are very informative and do not waste my time - they are written at appropriate level and the subheadings allow skimming as needed,

and they go into depth without getting tedious. Well done!

- Excellent! I look forward to seeing it, and "sneak a read" even when I do not have time! The articles (Internet, Med. lib. profiles, etc.) are very helpful. I route it to my staff who handle DOCLINE, etc. I often copy "how to" articles to route to other hospital staff - especially Information Services. Attractive color and design too! Keep it coming!
- It's interesting & informative - gives some information not available elsewhere. I look forward to each issue.

In addition, there were some very good suggestions for future issues which include requests for a regular column on "how to" tips for using the Internet, profiles on PSRML staff, and trends in electronic publishing. Based on the number of responses, eighty-nine percent (89%) would still like to receive a print copy of *Latitudes*.

Again, we would like to thank you for taking the time to complete the survey and for providing us with such valuable information. Remember, your comments and suggestions are always welcome. ☼

Upcoming Events

May 1997

- 24-28 MLA 9th Annual Meeting, Seattle, WA
- 28-30 American Medical Informatics Association, Spring Congress, San Jose, CA
- 30-June 4 American Society for Information Science Midyear Meeting, Scottsdale, AZ

June 1997

- 1 NLM Resource Grants Deadline

**University of California, Los Angeles
PSRML/Louise M. Darling Biomedical Library
12-077 Center for the Health Sciences
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